CITY OF NEW ORLEANS CHIEF ADMINISTRATIVE OFFICE

POLICY MEMORANDUM No. 61 (R)

October 28, 2013

TO: All Departments, Boards, Agencies and Commissions

FROM: Andrew D. Kopplin, First Deputy Mayor/CAO

Subject: INTERNET USE & ACCESS AUTHORIZATION

I. PURPOSE.

This memorandum establishes basic policies for Internet usage on City time, equipment or networks, including social media, web and e-mail. Authorized employees shall use the internet responsibly and professionally for work- related information and communication. Illegal, obscene, or malicious use will not be tolerated.

II. PROCEDURE.

- **A.** <u>Internet Browsing Access Authorization</u>. To be authorized to browse the Internet, an employee must complete a New User Request. The request can be obtained via the internet by accessing http:// newuser. The new user form must be forwarded to <u>servicedesk@nola.gov</u> for processing.
- **B.** E-Mail and other electronic communications. City e-mail, Text and BlackBerry Messaging (pin messages) on City supplied devices, Instant Messaging and any other forms of electronic communications administered by the City of New Orleans are for business purposes only. All information transmitted by City e-mail is the property of the City, and may be subject to public records requests and subpoenas. Any other electronic communication performed using software provided, powered and/or supported by the City, should be considered equally liable to public records requests and subpoenas as City e-mail.
- C. <u>Internet bandwidth</u>. The City's Internet connection is to be used for City business purposes. Personal activities such as streaming and/or downloading of video, audio, photos or use of file-sharing applications can diminish and impact the City's telecommunications frequencies and could distort transmissions of city data and other communications, and, therefore not permitted unless required for conducting city business.
- **D.** Web and Social Media. Personal viewing or posting to social networking sites such as: Web 2.0 technologies, digital media and emerging media such as public and private blogs (**BlogSpot**) or internet-based comment pages (**Nola.com**),

micro-blogs (Twitter), video sharing (You Tube or Vimeo), photo sharing (Flickr, SmugHug, or Webshots), wikis (WikiiSpaces, Pbwiki, Social Text or Wetpaint), social networking sites (Facebook, MySpace, Google+), web syndication (RSS, Atom, weblogs, vlogs, podcasts), internet-based bulletin boards (forums), newsgroups (Usenet) chat rooms (Meebo, Chatroulette or Tinychat), content aggregators (mash-ups or portals), multiplayer online games (EverQuest, WoW, Happy Farm, Second Life, IMVU), and other forms of virtual or digital communications on city networks or equipment is prohibited.

- **E.** <u>Blocked Sites.</u> Access to sites with no business purpose for most employees may be blocked by the Department of Information Technology & Innovation (ITI). If an employee requires access to a blocked site, they can request access by submitting a work order to <u>ServiceDesk@nola.gov</u> accompanied by a written approval from the supervisor or appointing authority authorizing the opening of a blocked site. ITI will verify the business cause with Department Heads and balance cause or necessity with need to manage citywide bandwidth.
- **F.** Regulations. Use of the City networks or equipment for access, distribution or posting of offensive, discriminatory, pornographic, obscene, libelous information is strictly prohibited. Inappropriate and unprofessional conduct that exposes the City to legal liability or other negative exposure is also prohibited.
- **G.** <u>Violation of Regulations</u>. Failure to follow these regulations will result in disciplinary action and possible termination of employment.

III. INQUIRIES.

Questions concerning this policy may be addressed to the Department of Information Technology & Innovation Office (ITI), City Hall, Room 3E05, at (504) 658-7800.

ADK/PMRC/rth

